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BEFORE THE  
ILLINOIS COMMERCE COMMISSION

SHIRLEY A. ARMOUR,	)	
	)	
Complainant,	)	
	)	
vs.	)	No. 13-0584
	)	
PEOPLES GAS LIGHT AND COKE	)	
COMPANY,	)	
	)	
Respondent.	)	
	)	
COMPLAINT AS TO BILLING/CHARGES	)	
IN CHICAGO, ILLINOIS	)	

CHICAGO, ILLINOIS  
MARCH 26, 2014

Met pursuant to adjournment at 1:00 p.m.

BEFORE:  
ADMINISTRATIVE LAW JUDGE LESLIE D. HAYNES

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1 ADMINISTRATIVE LAW JUDGE HAYNES: Pursuant to the  
2 direction of the Illinois Commerce Commission, I now  
3 call Docket 13-0584. This is the complaint of Shirley  
4 Armour vs. Peoples Gas Light and Coke Company.

5 May I have your name and address for the  
6 record, please, starting with the complainant?

7 MS. ARMOUR: My name is Shirley Armour. My  
8 address is 245 West 93rd Place, Chicago, Illinois  
9 60620.

10 ADMINISTRATIVE LAW JUDGE HAYNES: Thank you.

11 MR. McCARTY: M. Gavin McCarty, associate general  
12 counsel, Integrys Energy Group, appearing on behalf of  
13 Peoples Gas Light and Coke Company, 130 East Randolph,  
14 Chicago, Illinois 60601; also a representative of  
15 Peoples Gas, I'll allow him to introduce himself for  
16 the record.

17 MR. HENDRIXSON: Bill Hendrixson, Peoples Gas.

18 ADMINISTRATIVE LAW JUDGE HAYNES: Could you spell  
19 your last name?

20 MR. HENDRIXSON: H E N D R I X S O N.

21 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

22 Ms. Armour, I'm going to go ahead and let you do your  
23 direct case first. Tell me the facts as far as you see  
24 them. And before we do that, I need to swear you in,  
25 so if you could please raise your right hand.

1 (Witness sworn.)

2 ADMINISTRATIVE LAW JUDGE HAYNES: Go ahead and  
3 explain to me the paperwork you brought today and your  
4 case.

5 MS. ARMOUR: Okay. The reason why I'm here today,  
6 the owners where I resided for 20 years, they passed  
7 away back to back, Alan and Thelma Ferguson, Sr. After  
8 the death of the owners, two individuals came to that  
9 property stating that they were heirs to that property.  
10 I paid them for five months to find out that they were  
11 not the heirs. I contacted a lawyer, and he advised me  
12 to no longer pay them because they were fraudulent  
13 people.

14 However, I'm concerned about when I came in  
15 from work and it was a notice on the building door  
16 stating that the services would be curtailed if the gas  
17 to the building were not paid immediately. Being that  
18 I was the only tenant there, I called a lawyer to ask  
19 them what to do here; and he said, Ms. Armour, until we  
20 find the heir, it's getting close to winter, you need  
21 hot water to get yourself ready for work, to have the  
22 gas bill put in your name. He said, Go down and pay  
23 what you can. I know you just paid your rent. Pay  
24 what you can until I find out the heirs. After five  
25 months in paying these people my money, they were

1 supposed to pay the gas bill to the building. My  
2 heating was in with my rent. I had an electric stove.  
3 The heating was in with my rent, and these people did  
4 not pay that bill. I had to pay that bill, go down and  
5 pay the bill and wait to see when the heir would be  
6 found.

7                   Now -- Now I'm told that my retainer gave me  
8 bad advice; and Peoples Gas is saying, Ms. Armour, the  
9 gas -- you put the gas in your name. Now, it wasn't  
10 that Ms. Armour was itching to put the gas in her name;  
11 I had no other alternative. Both of my owners were  
12 deceased. When people die like these people died back  
13 to back, greed set in. And being that my work was very  
14 stressful, 30-some years with the school system, trust  
15 me, I -- when those people came to my door and to --  
16 Speaking of that, one of the parties was an Alan  
17 Ferguson, Jr., which had been barred from that building  
18 for ever since we had been there because his dad said  
19 that -- before he passed away, he said, Ms. Armour,  
20 whatever you do -- before he passed, he had the guy  
21 that do the handyman work to bring me to the hospital,  
22 he said, Whatever you do, do not pay -- if I don't make  
23 it through this, do not pay Alan Ferguson, Jr., any  
24 money because he's on drugs, alcohol. And, you know,  
25 he said -- he told me what to do with the rent:

1 deposit it in Standard Bank and give Ms. Ferguson the  
2 receipt. Mind you, Ms. Ferguson passed away within --  
3 less than two or three months.

4           Okay. Here this Alan Ferguson, Jr., brought  
5 a lady upstairs naming Edith Edmondson Smith. This is  
6 who squatted on that property on that first floor and  
7 collected that money and did not pay the gas bill for  
8 that building. And I'm concerned when my lawyer gave  
9 me that advice to put that in my name, he did tell me,  
10 Ms. Armour, when we find the heir, I'm going to send a  
11 letter; I'm going to ask them to clear your name. Mind  
12 you, when they found the heir, I think I told you he  
13 was in prison, but he had a lawyer De Boer, Edmund  
14 De Boer that was the lawyer for the estate. The little  
15 heir, he said that he had took care of that.

16           My lawyer, Starr & Rowells, conversed with  
17 him, told him I want my client's name cleared. He told  
18 my lawyer and De Boer, his lawyer, that my name would  
19 be taken off. They did take my name off of the bill.  
20 But when I got my credit report later on, here's a  
21 thousand and some dollars on my credit report; and I'm  
22 wondering -- And when I really did some investigation,  
23 that was that Peoples Gas bill -- They were smart  
24 enough to have my name removed from Peoples -- that  
25 Peoples Gas bill where my lawyer had me to, you know,

1 go down, pay the bill, dah, dah, dah. Okay. But that  
2 monetary amount, they left it -- Peoples Gas left that  
3 under my name. My assumption is, those people that  
4 squatted on the property, they didn't live in Chicago,  
5 one of them, this Edith Edmondson Smith, was -- We did  
6 some looking her up. She's out of Wisconsin. Now,  
7 Alan Ferguson, Jr., to my knowledge, he resides in  
8 Chicago somewhere. I don't know where he resides. But  
9 the bottom line, these two people suckered me. And  
10 here I'm thinking, okay, what to do next. All I could  
11 do was contact Peoples Gas -- My lawyer faxed over  
12 documents to Peoples Gas. Three times Peoples Gas  
13 allege that they did not get those faxes, they did not  
14 have any information that I was trying to clear my --  
15 that monetary amount from under my name.

16 Now, I notice -- I'm not trying to demean  
17 anybody, but from day one dealing with Peoples Gas, the  
18 incompetence, the incompetence -- You call there,  
19 you -- My lawyer said, Ms. Armour, we've sent documents  
20 over there. The lady lawyer from Starr & Rowells  
21 called over there and she said, Ms. Armour, they're  
22 lying because they have that information.

23 Now, I know due to the fact that those  
24 people that squatted on that property, they did not  
25 have jobs. Down every evening, I come in from work,

1 all I could do was smell what they was doing down those  
2 stairs. That's why that's shoved under my name. Those  
3 people didn't work. I had a job, been on my job.  
4 Peoples Gas saw their pay, and the only way they could  
5 get it was from me. That's my synopsis of it. And not  
6 that I wanted to put this gas bill under my name  
7 because it was very stressful paying my lawyer and I  
8 paid Starr & Rowells very hefty because I do know in  
9 the name of the Lord that they owed me right at \$8,000  
10 and it was supposed to go to the table when these  
11 people came together.

12 But right now, I'm trying to get these  
13 Peoples Gas bill off of me because I retired in August,  
14 August the 21st. And like I said before, it's not that  
15 I wanted to pay their bill. It's -- I was advised to.  
16 I was a tenant there, and it was getting close to  
17 winter -- it was getting close to winter and I had no  
18 other alternative.

19 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. If I  
20 could ask a few questions here.

21 MS. ARMOUR: Sure, help yourself.

22 ADMINISTRATIVE LAW JUDGE HAYNES: I just want to  
23 get some dates on the record, what we're talking about,  
24 and how much -- Okay. So when did you put the account  
25 in your name?



1 MS. ARMOUR: The date that my lawyer sent me  
2 downtown -- sent me over to 44th and right at Kedzie  
3 was the date. The date should be here. January 13,  
4 2011, \$448.84.

5 ADMINISTRATIVE LAW JUDGE HAYNES: And you paid  
6 that money that day?

7 MS. ARMOUR: Yes, ma'am, and just had paid them my  
8 rent \$700.

9 ADMINISTRATIVE LAW JUDGE HAYNES: And --

10 MS. ARMOUR: And after that, I had to have the gas  
11 put over in my name.

12 ADMINISTRATIVE LAW JUDGE HAYNES: And how -- And  
13 then after that January of 2011, how long was -- did  
14 you live there? When did you move out of that  
15 apartment?

16 MS. ARMOUR: It was the next year. Let's see. We  
17 contact that -- Okay. Let me make sure. I stayed  
18 there for about eight more months.

19 ADMINISTRATIVE LAW JUDGE HAYNES: So you moved out  
20 maybe in October of 2011?

21 MS. ARMOUR: I would say September because I was  
22 trying to get situated before the school doors opened.

23 ADMINISTRATIVE LAW JUDGE HAYNES: And so did you  
24 pay the Peoples Gas bill from January of 2011 until  
25 September of 2011?

1 MS. ARMOUR: I paid --

2 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

3 MS. ARMOUR: Yes. Do you know what, I have to

4 tell you, as far as the dates, I'm not going to be

5 certain because mid January, mid February of '13, I

6 came with rhabdomyolysis and had to have about

7 six transfusions; and things have been a little fuzzy.

8 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

9 MS. ARMOUR: But I kept the gas on.

10 ADMINISTRATIVE LAW JUDGE HAYNES: While you lived

11 there?

12 MS. ARMOUR: And paid them their rent at the same

13 time.

14 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And at

15 your -- where you live now -- Okay. Do you currently

16 have a Peoples Gas account?

17 MS. ARMOUR: Yes. And I did not even -- Let's

18 see. Prior to moving over there, I had contacted

19 Peoples Gas regarding something I saw on my credit

20 report. Okay. Working every day, trying to get

21 through my work and stuff, I was concerned that, you

22 know, these people weren't paying their bill. Lo and

23 behold, Peoples Gas had not put any pressure on these

24 people.

25 ADMINISTRATIVE LAW JUDGE HAYNES: When you moved

1 out, did you -- out of that apartment, did you close  
2 your Peoples Gas account?

3 MS. ARMOUR: My lawyer had told me once the estate  
4 was settled that I would -- he would see that  
5 reimbursement of what I had been out of and with that,  
6 pen [sic] billed the -- my lawyer to look over this.  
7 And when somebody died, greed set in. Okay. The  
8 squatters wanted another family member to move  
9 upstairs, so -- not that I owed anybody, they wanted  
10 the place -- a free place to stay because both heirs  
11 was dead. So my lawyer said, Ms. Armour, you're going  
12 to get through this. And we went to court, and my  
13 lawyer told those people, Don't bother the lady because  
14 the lady really was trying to buy the property, but we  
15 got the appraisal and the place wasn't fit. When I say  
16 that, it was, like, 60-some thousand worth of work.  
17 We -- Me and my daughter couldn't -- We -- And I was  
18 looking toward retiring. Okay. I said, Well, it's  
19 better for me to get out of this. And the ceiling came  
20 in, and that's when my lawyer sent, you know, these  
21 people a letter telling them --

22 ADMINISTRATIVE LAW JUDGE HAYNES: Who's these  
23 people, Peoples Gas, or the people that were living  
24 there?

25 MS. ARMOUR: The people that owned this, the

1 heirs. They had gotten in touch with the heirs, but  
2 Peoples Gas allege that they had not been getting the  
3 faxes, they had not been getting any letters and stuff;  
4 and my lawyer told me, he said, Ms. Armour, that's a  
5 crock; that's how they said it.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So what  
7 are you trying to get from Peoples Gas?

8 MS. ARMOUR: I'm trying to get my name -- I'm  
9 trying to get their monetary amount out from under my  
10 name because knowing that I was instructed by my lawyer  
11 to put this in my name and at the same time pay the gas  
12 bill and continue to pay these people their rent so  
13 they couldn't say that Ms. Armour stayed on the  
14 property and did not pay; and if any of them was here  
15 today, Ms. Armour paid more than that.

16 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So you're  
17 trying to get back from Peoples Gas?

18 MS. ARMOUR: No, I'm not trying to get back  
19 anything. It's a monetary amount on to my current  
20 account.

21 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And so  
22 how much is that?

23 MS. ARMOUR: 1,300 and some dollars.

24 ADMINISTRATIVE LAW JUDGE HAYNES: And so they  
25 transferred a balance from that other address to your

1 current address?

2 MS. ARMOUR: Yes, ma'am. And I was on the second  
3 floor, and the owners lived on the first floor.

4 ADMINISTRATIVE LAW JUDGE HAYNES: 1,300 -- Okay.  
5 \$1,377 is what your complaint says.

6 MS. ARMOUR: Yes, ma'am.

7 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And then  
8 has there also been something put on your credit report  
9 from Peoples Gas?

10 MS. ARMOUR: Do you know what, yes, ma'am, it's  
11 there.

12 ADMINISTRATIVE LAW JUDGE HAYNES: And so is the  
13 \$1,377 from the time period while you were living on  
14 that property?

15 MS. ARMOUR: Yes.

16 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. You  
17 handed me before the hearing started a lot of papers.  
18 If you want me to consider these, you need to walk me  
19 through and explain to me what each of these papers  
20 are.

21 MS. ARMOUR: Yes, that's fine.

22 ADMINISTRATIVE LAW JUDGE HAYNES: So do you want  
23 to -- Do you have the same stack in front of you?

24 MS. ARMOUR: I do. I have the same thing you  
25 have.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. You start  
2 which one you think tells your story the best, so  
3 whichever we should start with, you tell me.

4 MS. ARMOUR: Do you know what, just whatever you  
5 need to ask me, I know I've given you guys, you know,  
6 the truth as to how this thousand and some dollars came  
7 about. And at first, Peoples Gas allege that it came  
8 from a previous address and I've never had gas as far  
9 as heating or anything. It all had came under my rent,  
10 and I know I was there at 8204 Bishop for right at  
11 20 years.

12 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So this  
13 is the one I have on the top of my stack; it's the one  
14 that says In The Circuit Court of Cook County Probate  
15 Division.

16 MS. ARMOUR: Uh-huh.

17 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. We're  
18 going to mark that Complainant Exhibit 1 and tell me  
19 why this has anything to do with this. What is this?  
20 What does it have to do with your case? Just explain  
21 it to me.

22 MS. ARMOUR: After Mr. and Mrs. Ferguson passed  
23 away, I had to go down and find out -- With both heirs  
24 deceased, okay, because I know that Alan Ferguson, Jr.,  
25 he came to the house, he brought a lady, this Edith

1 person; and I know Mr. Ferguson, before he passed away,  
2 he had me there -- he had the guy that -- the handyman  
3 to get me and bring me to the hospital to give me  
4 advice as to how to deal with -- in case he didn't pull  
5 through this. Okay. And I went down and pulled  
6 something from the court and I called Starr & Rowells  
7 because I needed to know is it -- if I'm to -- in spite  
8 of Mr. Ferguson saying that do not pay this estranged  
9 son, Alan Ferguson, Jr., okay, who else in line can I  
10 pay. You know, I was looking for answers. And I did  
11 find this man right here, Edward Edmondson, and I --  
12 Even when I talked to my lawyer, he said, Yes,  
13 Ms. Armour, we did find him; and this man here was in  
14 prison. To my knowledge, he was in prison. But a  
15 lawyer representing him, De Boer -- I can't --  
16 Huntington and De Boer, this is how I had gotten on to  
17 this. And my lawyer, after he gotten -- we found this  
18 guy, that's when he -- my attorney said, Ms. Armour, we  
19 found the heir; don't pay those people another dime.  
20 But I had paid them so much already.

21 ADMINISTRATIVE LAW JUDGE HAYNES: So what were you  
22 paying before you were paying --

23 MS. ARMOUR: These -- This Alan Ferguson, Jr.,  
24 brought a lady upstairs. It was Alan Ferguson, Jr.,  
25 which was the one that had been barred from the

1 property, and a lady called Edith Edmondson Smith.

2 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

3 MS. ARMOUR: But I found out that these people --  
4 This Edward Edmondson is the real heir, that Edith lady  
5 is -- was a stepsister in Wisconsin.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So this  
7 piece of paper, what we're calling Complainant's  
8 Exhibit 1, so you got this piece of paper?

9 MS. ARMOUR: And my lawyer sent me a copy showing  
10 me who they found, yes.

11 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And so  
12 the reason you brought it is to show who the real heirs  
13 are to this property?

14 MS. ARMOUR: Yes, ma'am. Yes, ma'am.

15 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Is there  
16 anything else you want to say about that piece of  
17 paper?

18 MS. ARMOUR: No, that the -- If you notice, this  
19 attorney down here at the bottom was a representative  
20 for this guy, this -- who was in prison. That's all I  
21 have to say about it. I'm just glad we could find him.

22 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So the  
23 next piece of paper I have in my stack is a letter to  
24 you from Peoples Gas dated March 6th?

25 MS. ARMOUR: That's March 6th. Okay.



1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And did  
2 you want this to be -- Is this part of your case? Did  
3 you want to talk about this case today?

4 MS. ARMOUR: Yes, I would.

5 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. We'll  
6 mark this Complainant's Exhibit 2. And go ahead and  
7 explain it.

8 MS. ARMOUR: Well, this is a copy that Peoples Gas  
9 had sent to me. However, before this letter came to  
10 me, they was hounding me for this amount of money; and  
11 I had faxed over, called them to let them know several  
12 times that this needs to be directed to, you know, the  
13 estate.

14 ADMINISTRATIVE LAW JUDGE HAYNES: So this is --

15 MS. ARMOUR: Peoples Gas did not -- They allege  
16 they had not gotten any faxes, they hadn't gotten any  
17 phone calls. And I'm so sorry that some of my papers  
18 gotten messed up because we had a flood over there, and  
19 I'm just glad that some of this I still had in my  
20 possession.

21 ADMINISTRATIVE LAW JUDGE HAYNES: So this is a  
22 letter asking for payment on the old address before  
23 they opened up your new address account, the account at  
24 your new address?

25 MS. ARMOUR: Okay. This right here, the -- right

1 here, okay, at 245, they didn't -- Peoples Gas did  
2 not -- the only thing they was trying to do is get me  
3 to pay these people bill. Prior to this -- This is  
4 what I want to address.

5 ADMINISTRATIVE LAW JUDGE HAYNES: Are you talking  
6 about what we just called Complainant Exhibit 2, the  
7 March 6th letter?

8 MS. ARMOUR: Yes, where I say I faxed over  
9 documents verifying -- Can you see my writing there?

10 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. That's  
11 your writing. Okay.

12 MS. ARMOUR: Yes. I had -- Before this letter, I  
13 had on numerous occasion called, faxed over -- and they  
14 allege that they did not get any of the faxes, and they  
15 allege that they only have one fax number where  
16 documents come into it. And I told the lawyer prior to  
17 this letter, see what is going on because they allege  
18 that they are not getting any of these; and the lady in  
19 that office, Star & Rowells, she said, Ms. Armour,  
20 that's a crock of shit. She said we faxed -- She said  
21 I faxed over, I've called over there.

22 ADMINISTRATIVE LAW JUDGE HAYNES: And can you  
23 explain -- Okay. In your complaint, you say 1,377 and  
24 this letter says 1,210. Do you know why those numbers  
25 are different?

1 MS. ARMOUR: Do you know what, this could have --  
2 See, this is -- What is this, March? I paid a portion  
3 of it.

4 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

5 MS. ARMOUR: Yes, and I'm still -- You know, as  
6 far as my current address, I keep that; but this is  
7 what's lingering under -- under my name.

8 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Anything  
9 else about this letter?

10 MS. ARMOUR: No.

11 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And the  
12 next one I have is your Peoples Gas bill dated May of  
13 2011, and I'm going to mark that Complainant Exhibit 3.

14 MS. ARMOUR: Is it this one here?

15 ADMINISTRATIVE LAW JUDGE HAYNES: The bill date is  
16 May 31, 2011.

17 MS. ARMOUR: Okay. This is Edmondson's gas bill  
18 that's under my name. It have Shirley Armour,  
19 8204 South Bishop Street, first floor. I was not on  
20 the one floor. We resided on the second floor for  
21 nearly 20 years. The owners lived down there. This is  
22 the owner's house -- apartment down there.

23 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Anything  
24 else about this?

25 MS. ARMOUR: Well, this is just their bill.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

2 MS. ARMOUR: But, unfortunately, due to  
3 instructions by my lawyer, he had me to do this and  
4 that's how my name got there. And lo and behold, I  
5 told my attorney that -- You know, he knew the  
6 situation. He said, Ms. Armour, Don't worry about it,  
7 when things are settled and the heir is found, that I'm  
8 going to ask that, you know, they pay their bill. And  
9 this is the letter -- This is the letter, one of the  
10 letters --

11 ADMINISTRATIVE LAW JUDGE HAYNES: So now you are  
12 going out of -- Okay. Do you want to talk about that  
13 next one? So this is the letter with the Starr &  
14 Rowells letterhead --

15 MS. ARMOUR: Yes, ma'am.

16 ADMINISTRATIVE LAW JUDGE HAYNES: -- dated  
17 2/13/2011?

18 MS. ARMOUR: Yes, ma'am.

19 ADMINISTRATIVE LAW JUDGE HAYNES: We will call  
20 that Complainant Exhibit 4. And go ahead. This letter  
21 is what?

22 MS. ARMOUR: This is one of the letters that  
23 Starr & Rowells constructed to Edmondson lawyer,  
24 De Boer, asking them to cover their expenses. And if  
25 you notice, it talks about the utilities down here. He

1     knew that it was a thousand and some dollars gas that,  
2     you know, needed to be paid by them.

3           ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.   Anything  
4     else?

5           MS. ARMOUR:   That's it.

6           ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.   The next  
7     one I have is your -- Do you want to explain it to me?  
8     It's got a City of Chicago stamp on it.

9           MS. ARMOUR:   Let's see.   Oh, that's the initial  
10    gas amount.   That's when Peoples Gas was going to turn  
11    the gas off that evening I came in from work.   That was  
12    the notice on the door that the services to the  
13    building was going to interrupted.

14          ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.   So we'll  
15    call this Complainant Exhibit 5.   And so -- And this is  
16    the receipt for -- that you said you made that payment  
17    to get the gas turned on -- to stop it from being  
18    turned off?

19          MS. ARMOUR:   No.   This -- Yes, ma'am.

20          ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.   Anything  
21    else about this?   No?

22          MS. ARMOUR:   No.   I just know how it stressed me  
23    and how they had gotten their rent money and turned  
24    right around and having to pay an additional  
25    400-and-some dollars.   Money don't grow on trees.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. The next  
2 one I have is -- it looks like receipts?

3 MS. ARMOUR: Yes, those are receipts.

4 ADMINISTRATIVE LAW JUDGE HAYNES: So we will mark  
5 this one Complainant's Exhibit 6. And what is --  
6 Explain this page to me.

7 MS. ARMOUR: Okay. Those are receipts that we  
8 paid Ms. Edith Edmondson Smith before I got the call  
9 from my lawyer that she -- the people that was  
10 squatting on that first floor were fraudulent people;  
11 they were not the heirs to that property. These are  
12 monies that I had paid these people and for me to meet  
13 this lady and Alan Ferguson, Jr., brought that lady  
14 upstairs to my door being that he could not collect any  
15 money from that building because he was really barred  
16 from there. His dad said that, you know, he was bad  
17 news. And I guess he knew this lady from sometime  
18 back. This is just my synopsis. They concocted this  
19 thing and gotten money from me fraudulently and did not  
20 pay that gas bill to that building and I was just  
21 sucked in the process.

22 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And next  
23 I have what I'm going to mark as Complainant's  
24 Exhibit 7, and this is more -- from the Circuit Court  
25 of Cook County Probate Division.

1 MS. ARMOUR: That's probably part of this.

2 ADMINISTRATIVE LAW JUDGE HAYNES: So it should be  
3 the second page to that exhibit?

4 MS. ARMOUR: It should be. It's all basically the  
5 same thing, verifying who's the heir -- who was the  
6 heir to this property and who was responsible.

7 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. We'll  
8 still leave them Exhibit 1 and Exhibit 7. Okay. To  
9 show who the heirs are.

10 Okay. And Complainant's Exhibit 8 is a fax  
11 cover sheet. And what is this?

12 MS. ARMOUR: You know, this is just one of the  
13 faxes -- one of the faxes. And I know for a fact --  
14 And if that law firm, Starr & Rowells, could verify, we  
15 not only sent over one and two faxes, it was --  
16 multiple faxes went over there, phone calls. And the  
17 lady attorney, she said, Ms. Armour -- she told me it  
18 was a crock of something. You know, it was just  
19 competent -- Ma'am, I'm -- It was just competent. It  
20 was as if we were dealing with zombies, I'm sorry to  
21 say. It was so very frustrating. And this is the only  
22 fax number, and they allege this is where all of their  
23 faxes come in.

24 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So did  
25 you want to move to admit these exhibits into the

1 record? Did you want these to be considered as part of  
2 your case?

3 MS. ARMOUR: Whatever.

4 ADMINISTRATIVE LAW JUDGE HAYNES: Yes -- I'll take  
5 that as a yes.

6 Do you have -- Does the company have an  
7 objection to admitting these exhibits into the record?

8 MR. McCARTY: No objection.

9 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So  
10 Complainant's Exhibits 1 through 8 are admitted into  
11 the record.

12 Is there anything else that you want to say  
13 as part of your direct case?

14 MS. ARMOUR: I do.

15 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

16 MS. ARMOUR: And I'm not sure how it would affect  
17 things, but looking at the situation with this -- And I  
18 know that this Alan Ferguson, Jr., brought this lady,  
19 Edith Edmondson Smith, to my house upstairs. I'm  
20 trying to -- Unfortunately, I wasn't able to hire  
21 another lawyer; but I would want him -- because that's  
22 fraud. I was taken, and if we can find this Alan  
23 Ferguson, Jr., we could find this lady, Edith Edmondson  
24 Smith out of Wisconsin -- I know you might say a  
25 thousand and some dollars is not a lot of money, but



1    these were criminals that squatted on that property,  
2    sucked that money, did not pay the utilities for that  
3    building, knowing it was a tenant left in that building  
4    when Mr. and Ms. Ferguson passed away. And I -- When I  
5    conversed with my attorney, I asked if they could be  
6    found and prosecuted to the fullest extent of the law  
7    because that was criminal. I paid my rent, and they  
8    did not have to run me down to get it. I'm a poor  
9    woman. My credit is not perfect, but they got their  
10   money on time and before time. And to have to turn  
11   around and pay another -- right at another \$448 to  
12   secure that the gas would not be shut off on me right  
13   at the winter -- These were criminals. And I don't  
14   know how they do it here in Chicago, but they supposed  
15   to be somewhere behind bars. They supposed to be  
16   somewhere behind bars because that was fraud. That was  
17   criminal. And if they sucked a thousand and some  
18   dollars, what else is they doing out here?

19                    And I wouldn't have known this Edith  
20   Edmondson Smith if Alan Ferguson, Jr., hadn't had come  
21   to say that she -- you know, these are the heirs. And  
22   something tells me they both enjoyed these dollars here  
23   and left me -- left me holding the bag. Had my name --  
24   Okay. My name was removed from the Peoples Gas  
25   account, but that monetary amount was under my name. I

1 wouldn't have known it was there until I had my credit  
2 report pulled prior to leaving that property.

3 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Am I  
4 interrupting or are you done?

5 MS. ARMOUR: I'm fine.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. I was  
7 flipping through your pages just now, and your what we  
8 call Complainant's Exhibit 5 and you said it was the --  
9 I think you said it was the receipt for --

10 MS. ARMOUR: The 440-some dollars?

11 ADMINISTRATIVE LAW JUDGE HAYNES: Right.

12 MS. ARMOUR: Yes, ma'am. I remember that as if it  
13 was yesterday because it took --

14 ADMINISTRATIVE LAW JUDGE HAYNES: But my question  
15 is -- It's a City of Chicago water bill.

16 MS. ARMOUR: You said water bill?

17 ADMINISTRATIVE LAW JUDGE HAYNES: This is a water  
18 bill.

19 MS. ARMOUR: Okay. It's a gas -- Look -- It has  
20 to be gas because that's why my lawyer -- Was the water  
21 going to be turned off, too?

22 ADMINISTRATIVE LAW JUDGE HAYNES: I don't know.

23 MS. ARMOUR: But I think it was gas. Do you know  
24 what --

25 ADMINISTRATIVE LAW JUDGE HAYNES: It says City of

1 Chicago water bill, 448.84; and the collection notice  
2 is for a water bill.

3 MS. ARMOUR: Let's see. Now, is it something  
4 attached to that?

5 ADMINISTRATIVE LAW JUDGE HAYNES: This is what you  
6 gave me.

7 MS. ARMOUR: No, I'm talking about as far as the  
8 receipt because the water could have been in jeopardy.  
9 Just a minute. But I know it was the gas that I was  
10 solely, you know, concerned because you can't take a  
11 bath in cold water and go to work.

12 ADMINISTRATIVE LAW JUDGE HAYNES: That would be  
13 miserable. But I do think -- So do you have this piece  
14 of paper in front of you?

15 MS. ARMOUR: Yes, I do.

16 ADMINISTRATIVE LAW JUDGE HAYNES: It's a City of  
17 Chicago receipt, not a Peoples Gas receipt.

18 MS. ARMOUR: Okay. Did I pay two? Do you know  
19 what, I know it was a gas bill that I had to pay.

20 ADMINISTRATIVE LAW JUDGE HAYNES: But the company,  
21 I'm sure, would have records of your payments, but I  
22 don't know. I'm guessing. But it doesn't appear to be  
23 a Peoples Gas receipt.

24 MS. ARMOUR: Okay. I know it's a gas bill that I  
25 had to pay.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

2 MS. ARMOUR: Let me look. I'm trying to make  
3 sure. I could have had to pay the water, too; but I  
4 know it was a Peoples Gas -- it was a Peoples Gas bill  
5 that was at stake. It was a red notice on that door.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

7 MS. ARMOUR: And I know my lawyer sent me to pay  
8 on it the required amount. He said if you're able, go  
9 do this so you, you know, wouldn't be left in the dark.

10 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

11 Mr. McCarty, do you have questions for the complainant?

12 MR. McCARTY: Ms. Armour, I just want to verify.  
13 One of the letters that you -- First off, let me  
14 introduce myself. I'm Gavin McCarty. I'm just going  
15 to ask a couple of questions.

16 MS. ARMOUR: Sure. Speak up.

17 MR. McCARTY: I'll speak up.

18 MS. ARMOUR: Thank you.

19 MR. McCARTY: If you don't understand me, feel  
20 free to ask me to restate it or speak up; but I want to  
21 make sure if you answer it, it means you understood my  
22 question.

23

24

25

1 WHEREUPON:

2 SHIRLEY ARMOUR,

3 called as a witness herein, having been first duly  
4 sworn, was examined and testified as follows:

5 DIRECT EXAMINATION

6 BY MR. McCARTY:

7 Q. Your Exhibit No. 4, I understand this is a  
8 letter between your attorney and the attorneys for the  
9 heir to the property Mr.-- Mr. Edward Edmondson; is  
10 that correct?

11 A. Uh-huh, that was the heir.

12 Q. Okay. So your attorneys were in  
13 communication with Mr. Edmondson's attorneys back in  
14 June of 2011 regarding the purchase of the property at  
15 8204 South Bishop; is that correct?

16 A. Yes, until the roof collapsed.

17 Q. And part of those negotiations involved the  
18 reimbursement to you for the utilities that you had  
19 paid for the property?

20 A. That is true.

21 Q. But at some point, those negotiations broke  
22 down?

23 A. Right, because after the appraisal -- the  
24 guy came to do an appraisal and took the pictures on  
25 the roof and stuff, we saw situations that was, you

1 know, no good. We would have had to make mega repairs  
2 to have a decent place.

3 Q. So you determined that it was not good use  
4 of --

5 A. Yeah, and my lawyer.

6 Q. -- was not a good -- I'm sorry. You opted  
7 not to purchase the property; is that correct?

8 A. Now mind you, we were renters with the  
9 option to buy.

10 Q. Okay. But you had made the decision not to  
11 purchase the property?

12 A. Yes, due to the condition, that's right.

13 Q. And this Exhibit No. 4 is the communication  
14 from your lawyers to Mr. Edmondson's lawyers of that  
15 decision not to purchase the property and ending all  
16 negotiations?

17 A. Right, and for them to pay their bill.

18 Q. Right. So the line at the end of the  
19 letter, and I'm quoting from Exhibit 4: She will  
20 expect prompt payment of those bills. This deal is  
21 dead, end quote. Your attorney is referring to the  
22 utility bills, correct?

23 A. And it says -- Up in there, it say: In  
24 addition, there were utility bills for parts of the  
25 building other than that occupied by her that the owner

1 had put into her name or that she had to have put in  
2 her name to avoid, you know ..

3 Q. And you -- Do you recall contacting Peoples  
4 Gas on January 19, 2011, and applying for service at  
5 8204 South Bishop?

6 A. Now you're referring to then, but we're  
7 concerned that this -- you guys did not recognize the  
8 calls and the prior communication. See, this is  
9 something talking about when I got ready to move out.  
10 But what about prior to this? I happened to pull my  
11 credit report. When you're thinking about relocating  
12 and stuff, you're not going to get a decent place to  
13 live if your credit is not right. I had my --

14 ADMINISTRATIVE LAW JUDGE HAYNES: Ms. Armour --  
15 BY THE WITNESS:

16 A. (Continuing.) -- credit report pulled. This  
17 is how I found out that this -- Peoples Gas was on my  
18 credit, and I needed it to be removed. I had conversed  
19 with Peoples Gas prior to this when I found out this  
20 was on my credit report. Now mind you, these people,  
21 De Boer and Edmondson, they promised my lawyer they was  
22 going to get their business out from under my name.

23 Q. I appreciate that.

24 ADMINISTRATIVE LAW JUDGE HAYNES: Ms. Armour --

25 MS. ARMOUR: Yes. I'm sorry.

1 ADMINISTRATIVE LAW JUDGE HAYNES: -- he asked a  
2 specific question and if you could stick to the  
3 question asked.

4 Could you repeat the question for her?

5 MR. McCARTY: Sure.

6 BY MR. McCARTY:

7 Q. I apologize, Ms. Armour. I changed time  
8 frames. I was asking you about the letter between your  
9 attorney and Mr. Edmondson's attorney back in June  
10 2011. Now I'm going to ask you about January of 2011  
11 while you were still living at 8204 South Bishop. And  
12 my only question is -- I just want to make sure we're  
13 confirmed -- you contacted Peoples Gas on January 19th  
14 of 2011 and requested service in your name at that  
15 address; is that correct?

16 A. At what address?

17 Q. At 8204 South Bishop on January 19th of  
18 2011.

19 A. Now, when you say I requested it, you're not  
20 saying that Ms. Armour called Peoples Gas and asked  
21 that -- due to the nature of our situation, that my  
22 attorney had advised me to put the services in my name.  
23 See, I'm still trying to get you guys to see this is  
24 not something Ms. Armour requested, this is at the  
25 advice of a lawyer.



1           Q.     Okay.  So let me restate the question.  On  
2     the advice of your counsel, did you contact Peoples Gas  
3     on January 19th of 2011 and have the utility service  
4     for gas at 8204 South Bishop placed in your name?

5           A.     I had no other choice, yes.

6           Q.     Thank you.  On May of -- 19th of 2011, you  
7     then closed that same account with Peoples Gas for  
8     8204 South Bishop?

9           A.     No, I haven't closed anything.  The bottom  
10    line is, I happened to converse with De Boer and my  
11    attorney, they told me that my name had been removed  
12    from People -- that Peoples Gas bill.  Mind you, the  
13    Peoples Gas -- my name had been removed, but that  
14    monetary amount of a thousand and some dollars were on  
15    my credit report; and we found out that it was this  
16    Peoples Gas ordeal.

17           ADMINISTRATIVE LAW JUDGE HAYNES:  Okay.  But maybe  
18    you could ask your question a different way.

19           MR. McCARTY:  I'll try restating the question.

20    BY MR. McCARTY:

21           Q.     On May 19, 2011, was the account in your  
22    name cancelled?

23           A.     Do you know what, I'm not sure.  When I say  
24    dates, I have to admit specific dates, I might not be  
25    perfect.  I might not -- I can't quote specific dates,

1 but I do know that I was told by my attorney and  
2 conversed with Huntington & De Boer that they had --  
3 and according to that little Edmondson fellow, they had  
4 told my attorney that they had took my name off of that  
5 Peoples Gas bill. They did take my name off of the  
6 Peoples Gas bill. But, again, they left the -- Peoples  
7 Gas left the monetary amount under my name, and I had  
8 no knowledge of it until I had my credit report pulled  
9 and I had to figure out what this is. And when we did  
10 a little investigating, it was that same stuff that was  
11 not taken out from under my name but shoved under my  
12 credit report.

13 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

14 MR. McCARTY: No further questions.

15 ADMINISTRATIVE LAW JUDGE HAYNES: No further  
16 questions.

17 Okay. Thank you, Ms. Armour. Now the  
18 company is going to present their witness.

19 MS. ARMOUR: I'm sorry?

20 ADMINISTRATIVE LAW JUDGE HAYNES: Now the company  
21 is going to present their witness.

22 MS. ARMOUR: Okay.

23 ADMINISTRATIVE LAW JUDGE HAYNES: Go ahead,  
24 Mr. McCarty.

25 MR. McCARTY: I have three exhibits.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

2 MR. McCARTY: I'll give you a copy.

3 At this time, I would ask that you swear in  
4 the witness Mr. Hendrixson.

5 ADMINISTRATIVE LAW JUDGE HAYNES: Good afternoon,  
6 Mr. Hendrixson. Please raise your right hand.

7 (Witness sworn.)

8 ADMINISTRATIVE LAW JUDGE HAYNES: Thank you.

9 WHEREUPON:

10 BILL HENDRIXSON,  
11 called as a witness herein, having been first duly  
12 sworn, was examined and testified as follows:

13 DIRECT EXAMINATION

14 BY MR. McCARTY:

15 Q. Mr. Hendrixson, can you please state your  
16 name and spell it for the record?

17 A. My first name is Bill. My last name is  
18 Hendrixson, H E N D R I X S O N.

19 Q. And where are you currently employed?

20 A. Peoples Gas.

21 Q. And what is your title?

22 A. I'm a senior account representative.

23 Q. And what are your responsibilities?

24 A. I handle inquiries that come in to the  
25 company from different sources. Most of them are

1 official cases that come in to the Illinois Commerce  
2 Commission; there's the utility board, general  
3 attorney. There's also the Better Business Bureau. We  
4 also get inquiries that come in from upper management.

5 Q. And were you asked to assist in the  
6 investigation in to the complaint by Ms. Armour  
7 regarding her account at 8204 South Bishop?

8 A. Yes, I was.

9 Q. Referring to Peoples Exhibit 1, do the  
10 records show for Peoples Gas whether or not Ms. Armour  
11 applied for service at 8204 South Bishop?

12 A. Yes. The records do show there was a  
13 request called in on the 19th of January 2011,  
14 actually, at 4:00 in the afternoon requesting gas  
15 service.

16 Q. And what did the company do in response to  
17 that?

18 A. We went out there on the 21st, two days  
19 later, and put the service in her name.

20 Q. And referring to Peoples Gas Exhibit No. 2,  
21 is that the record that shows that a technician went to  
22 the address to initiate the service?

23 A. Yes, it does.

24 Q. On that date, was there already natural gas  
25 service to the location?

1           A.     Yes.

2           Q.     So was there anything for the technician to  
3 do other than verify that the service was active?

4           A.     No.

5           Q.     What did the technician note in the records?

6           A.     He noted that the gas was already on; rang  
7 the doorbell, no response; left a card letting the  
8 customer know that we were there, the gas company.

9           Q.     And then referring to Peoples Gas Exhibit  
10 No. 3, does that show the same thing, that the  
11 technician was there on the premises and that service  
12 was activated?

13          A.     Yes, it does.

14          Q.     And was the service activated for Apartment  
15 No. 2 or Apartment No. 1?

16          A.     That would have been Apartment 1.

17          ADMINISTRATIVE LAW JUDGE HAYNES: Apartment number  
18 what? I didn't hear you.

19          THE WITNESS: Apartment 1.

20 BY MR. McCARTY:

21          Q.     And why would the service have been placed  
22 in Apartment No. 1?

23          A.     Because that was the heating account for the  
24 property.

25          Q.     At any time in January of 2011, based on

1 your review of the records for December of 2010, did  
2 the company ever send notice of disconnection for the  
3 property at 8205 -- I'm sorry -- 04 South Bishop?

4 A. I'm sorry. Say that one more time.

5 Q. In either December of 2010 or January of  
6 2011, based on your review of the records, did the  
7 company ever send a disconnection notice or notify  
8 anyone at that address that there was disconnect  
9 service for nonpayment?

10 A. I don't show that anywhere at this time.

11 Q. Are you familiar with the winter moratorium?

12 A. Yes, I am.

13 Q. What is that?

14 A. The moratorium covers from December 1st to  
15 March 31st of the following year and the gas company  
16 does not shut off heat and gas at that time.

17 Q. Is it fair to say that the property at  
18 8204 South Bishop in January of 2011 was not subject to  
19 imminent service disconnection?

20 A. Correct.

21 Q. Do you show when this account for Ms. Armour  
22 at 8204 South Bishop was final or disconnected?

23 A. The account was closed May 19, 2011.

24 Q. And do your records reflect who requested  
25 that the account be closed?

1           A.       No.

2           MR. McCARTY: I don't have any further questions.

3           ADMINISTRATIVE LAW JUDGE HAYNES: So is the

4 company able to explain this bill that you've

5 transferred to her new account?

6           MR. McCARTY: I guess I will.

7           ADMINISTRATIVE LAW JUDGE HAYNES: I mean, there's

8 the issue of \$1,300.

9 BY MR. McCARTY:

10          Q.       Was there active gas service at that

11 location between January 19th and May 19, 2011?

12          A.       Yes, there was.

13          Q.       And whose name was that account?

14          A.       Ms. Armour.

15          Q.       And was that past due -- Was that balance

16 for service paid by Ms. Armour?

17          A.       There was a balance owed when the account

18 closed.

19          Q.       Okay. And was that balance transferred to

20 any other account for Ms. Armour?

21          A.       It was transferred to her current account at

22 245 West 93rd Place.

23          Q.       And is that standard company policy for

24 applicants who have existing balances with the company

25 that the prior balances are transferred to their new

1 accounts?

2 A. Yes.

3 ADMINISTRATIVE LAW JUDGE HAYNES: So it was

4 four months of service?

5 THE WITNESS: Correct.

6 ADMINISTRATIVE LAW JUDGE HAYNES: And did she pay

7 at all on this bill -- account?

8 THE WITNESS: I only show -- I'm showing

9 two payments were made on the account --

10 three payments.

11 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Let's

12 hear them.

13 THE WITNESS: There was a payment made for 163.

14 ADMINISTRATIVE LAW JUDGE HAYNES: On?

15 MS. ARMOUR: That was one of the deposits.

16 THE WITNESS: It looks like right now I don't have

17 that information. I have the amounts.

18 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So paid

19 163.

20 THE WITNESS: Correct, 163 was paid. \$100 was

21 paid.

22 MS. ARMOUR: I had to pay 400 and something for a

23 deposit.

24 ADMINISTRATIVE LAW JUDGE HAYNES: Hold on.

25 MS. ARMOUR: I'm sorry. Close to.



1 THE WITNESS: And \$20 was paid.

2 MR. McCARTY: And I'll tender these to the court  
3 as Peoples Gas Group Exhibit 4. And before I move to  
4 have them admitted, I'll have the witness read off what  
5 is in Group Exhibit 4.

6 BY MR. McCARTY:

7 Q. So I'm handing to you what will be marked as  
8 Peoples Gas Group Exhibit 4. For the record, will you  
9 state what those documents are and give the date for  
10 each document?

11 A. Sure. The first document is dated  
12 February 22, 2011. It covers a period from  
13 January 31st to February 22, 2011. The bill for that  
14 time period was billed \$748.98. The second bill, which  
15 is dated March 25, 2011, was for \$1,326.26. It covers  
16 a period from February 22, 2011, to March 25, 2011.  
17 Again, the total balance is 1,326 -- 1,326.26. The  
18 next one is a bill dated April 25, 2011, for a total  
19 balance of \$1,527.37. It covers a period from  
20 March 25, 2011, to April 22, 2011. The next document  
21 would be a bill dated April -- I'm sorry -- May 19th  
22 for 1,196.77. It covers a period from 4/22/11 to  
23 5/19/11. And the last document, which would be the  
24 final bill, dated 5/31/11 for 1,176.07. It covers a  
25 period from 4/22/11 to 5/19/11.

1 ADMINISTRATIVE LAW JUDGE HAYNES: And how much was  
2 transferred to her new account?

3 THE WITNESS: The amount transferred to the new  
4 account -- The final bill that was transferred over was  
5 1,176.07, but I believe there was late charges on  
6 there.

7 MS. ARMOUR: Repeat that amount, sir.

8 THE WITNESS: The final bill was 1,176.07.

9 ADMINISTRATIVE LAW JUDGE HAYNES: And you've added  
10 late charges?

11 THE WITNESS: Yeah.

12 ADMINISTRATIVE LAW JUDGE HAYNES: Is there  
13 interest added?

14 THE WITNESS: There would be interest added. So  
15 the balance, I'm showing, at this point would be  
16 1,375.08.

17 ADMINISTRATIVE LAW JUDGE HAYNES: And has Peoples  
18 Gas reported this to a credit agency?

19 THE WITNESS: Yes, we have.

20 ADMINISTRATIVE LAW JUDGE HAYNES: And when was her  
21 new account opened?

22 THE WITNESS: That was opened March 6, 2013.

23 ADMINISTRATIVE LAW JUDGE HAYNES: Was there a  
24 payment made on the previous account holder's account  
25 in January of 2011?

1 THE WITNESS: Just to verify, the account before  
2 Ms. Armour?

3 ADMINISTRATIVE LAW JUDGE HAYNES: Yes, so I assume  
4 it would be the Edmondson's.

5 THE WITNESS: I don't have that information.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Anything  
7 else from the company?

8 MR. McCARTY: At this time, I would move to have  
9 admitted Exhibit 1, 2 and 3 and Group Exhibit 4.

10 ADMINISTRATIVE LAW JUDGE HAYNES: I haven't seen  
11 Group Exhibit 4, and you haven't had your witness lay a  
12 foundation for these records. So we need to take a  
13 break so me and the witness -- me and the complainant  
14 can look at Exhibit 4.

15 Let's go off the record.

16 (A short break was taken.)

17 ADMINISTRATIVE LAW JUDGE HAYNES: I don't really  
18 think that you've explained these, Exhibits 1, 2, and  
19 3, what they are, et cetera. Would you like to have  
20 your witness lay a foundation for these three exhibits?

21 MR. McCARTY: Yes, your Honor.

22 BY MR. McCARTY:

23 Q. Mr. Hendrixson, I'm handing to you what has  
24 previously been marked Peoples Gas PGL Exhibit 1. Can  
25 you state for the record what this document is?

1           A.     It's a service order that is put in the  
2     system when a customer calls and applies for service.

3           Q.     And is this a business record kept in the  
4     ordinary course of Peoples Gas business?

5           A.     Yes.

6           Q.     And is this a document that you rely on in  
7     the ordinary course of your business?

8           A.     Yes.

9           Q.     And did you use this document as part of  
10    your investigation in to the complaint raised by  
11    Ms. Armour which you understand is the subject of  
12    today's hearing?

13          A.     Yes.

14          Q.     And for the record, the highlighted portion  
15    of PGL Exhibit No. 1, can you read that in to the  
16    record and explain to the Commission what is the  
17    highlighted portion of the record, please?

18          A.     The document basically shows the employee  
19    that received the call, which is an Ashley Joel  
20    (phonetic). She received it on the 19th of January  
21    2011 at 4:08 p.m. for application for open service.

22          MR. McCARTY: At this time, I would move to have  
23    PGL Exhibit 1 admitted.

24          ADMINISTRATIVE LAW JUDGE HAYNES: It's so -- Where  
25    does it say open service here?

1           THE WITNESS: Well, in the middle section, it says  
2   order type; it says TON customer change. So that's a  
3   term on the application.

4           ADMINISTRATIVE LAW JUDGE HAYNES: It's a what?

5           THE WITNESS: It's an application to turn the  
6   service on in that person's name.

7           ADMINISTRATIVE LAW JUDGE HAYNES: So every entry  
8   on this page has to do with her account getting turned  
9   on?

10          THE WITNESS: Correct.

11          ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And the  
12   second page -- or PGL Exhibit 2.

13   BY MR. McCARTY:

14          Q.     Mr. Hendrixson, I'm handing to you what's  
15   been previously marked as PGL Exhibit No. 2. And can  
16   you state for the record what is this document?

17          A.     This is a document showing the service  
18   person's order -- that he had an order for the 21st of  
19   January to go out there and turn the service on. It  
20   gives the service person's number and name, Lee  
21   Beverly, 626 is the employee number. They were out  
22   there on January 21st at 12:59. And in the center to  
23   the left, it basically says that the gas was already  
24   on; they rang the door bell, no response; they left a  
25   card letting the customer know that we were there.

1 Q. And the heading -- I'm sorry.

2 A. Okay.

3 Q. Can you explain on the top portion of this

4 Document PGL Exhibit No. 2 next to the word "service

5 orders" what does that text refer to?

6 A. The service order type is a turn-on

7 application for the customer. It would be basically to

8 say the third line down.

9 Q. And where on this document is the customer

10 information and account number?

11 A. That would be on the top of the bill.

12 Q. And can you read that in to the record?

13 A. Okay. The application, of course, was for

14 Shirley Armour. It gives the address 8204 South

15 Bishop, Account No. 1 500 6022 7565.

16 Q. And is this -- Is this a record that is kept

17 by the company in the ordinary course of its business

18 for the account of Ms. Armour?

19 A. Yes, it is.

20 Q. And is this a document that you rely upon as

21 part of your investigations to the complaint by

22 Ms. Armour regarding her bill for Account

23 No. 1 5000 6022 7565?

24 A. Yes, it is.

25 MR. McCARTY: I would like to move Peoples Exhibit

1 No. 2 into the record.

2 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Let's  
3 finish and we'll do them all at once. Finish walking  
4 us through.

5 MR. McCARTY: Sure.

6 BY MR. McCARTY:

7 Q. Handing you what's been marked previously as  
8 PGL Exhibit No. 3. Again, is this a document that  
9 refers to the account of Shirley Armour's ACCOUNT at  
10 8204 South Bishop, Account 1 5000 6022 7565?

11 A. Yes, it is.

12 Q. And can you explain to the Commission what  
13 is this document?

14 A. Well, when the service tech was out there,  
15 they do note the account, what they did. And on the  
16 bottom of that document, it gives the crew tech that  
17 was out there, 626. And, again, he noted that the gas  
18 was already on; they range the doorbell, no response;  
19 left a card letting the customer know that we were  
20 there; checked okay at this time.

21 ADMINISTRATIVE LAW JUDGE HAYNES: I have a  
22 question. Is that just a blow-up of --

23 THE WITNESS: Yes.

24 ADMINISTRATIVE LAW JUDGE HAYNES: -- Exhibit 2's  
25 remarks so you get the full remark?

1 THE WITNESS: Correct.

2 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

3 BY MR. McCARTY:

4 Q. So do those -- these documents establish  
5 that an application for service was received by Shirley  
6 Armour for the address at 8204 South Bishop and that  
7 service was activated and turned on?

8 A. Yes, it does.

9 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And  
10 explain the Peoples -- your Group Exhibit 4.

11 Ms. Armour, do you object to having Peoples  
12 Gas Exhibits 1, 2, 3, or Group Exhibit 4 admitted into  
13 the record?

14 MS. ARMOUR: As far as the documents I gave you?

15 ADMINISTRATIVE LAW JUDGE HAYNES: No. The Peoples  
16 exhibits that you just got a copy of, do you have an  
17 objection to having them admitted into the record?

18 MS. ARMOUR: Do you know what, I do have objection  
19 because I'm looking at the typing, I'm looking -- this  
20 is not what I'm accustomed to seeing because this on  
21 here is italicized, but the Peoples Gas here is a  
22 different type. I don't -- None of this or this, I  
23 have to admit I'm not -- I don't understand it. All I  
24 know is what I know; and that is, due to the nature of  
25 this estate, I had to have my name put there at the



1 advice of my lawyer. And I know for a fact I had asked  
2 my lawyer and De Boer to get my name off of that stuff  
3 when the estate was settled. And they did say they  
4 would get my name off, but they did get the name off  
5 but the monetary amount was still there. I did not say  
6 that the -- Now, the money that they got from me was  
7 the, what, 6,000 and some dollars. And they were  
8 supposed to pay --

9 ADMINISTRATIVE LAW JUDGE HAYNES: Who got \$6,000?

10 MS. ARMOUR: The total -- Now, that I gave Ms.- --

11 ADMINISTRATIVE LAW JUDGE HAYNES: Peoples Gas got  
12 6,000?

13 MS. ARMOUR: (Shaking head.)

14 ADMINISTRATIVE LAW JUDGE HAYNES: We're only  
15 talking about Peoples Gas, so don't get me confused  
16 with you paying someone else --

17 MS. ARMOUR: Very well.

18 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So she  
19 raises a question that her Exhibit 3, which is also her  
20 May 31, 2011 bill, looks different than the May 31,  
21 2011 bill, the last page of Peoples Group Exhibit 4  
22 looks different. Can you explain that?

23 THE WITNESS: I haven't seen it.

24 ADMINISTRATIVE LAW JUDGE HAYNES: I think your  
25 attorney has both. One is Complainant's Exhibit 3 and

1 one is the last page of your Peoples Group Exhibit 4.

2 MS. ARMOUR: I do have a concern.

3 ADMINISTRATIVE LAW JUDGE HAYNES: Well, hold on.  
4 Let's see if they can explain to you why they look  
5 different.

6 THE WITNESS: The reason they look different is  
7 because the one is a duplicate bill, which it says  
8 right in the middle.

9 ADMINISTRATIVE LAW JUDGE HAYNES: The Peoples Gas  
10 version?

11 THE WITNESS: Yeah. So that's why it would show  
12 as different.

13 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. And this  
14 is the one you actually received from the company,  
15 Ms. Armour?

16 MS. ARMOUR: Even if it's a duplicate bill, I'm  
17 looking at the -- I would call it italicized lettering  
18 whereas if this is the bill that it was duplicated  
19 from -- Okay. With this one right here, you can  
20 enter -- if you have the terminal, you can enter what  
21 you want; and that's my concern.

22 ADMINISTRATIVE LAW JUDGE HAYNES: The numbers  
23 appear to be the same, Ms. Armour.

24 MS. ARMOUR: No. I'm talking about how it's --  
25 For example, if this was did on one terminal and you

1 have access to another terminal, you can basically  
2 enter -- as far as what we're looking at here, you can  
3 enter what you want because, you know, I'm not an  
4 Einstein, but I didn't go to school and go to college  
5 to know that some things can be adjust; and this look  
6 like what has happened here.

7 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Did you  
8 have any other questions?

9 MS. ARMOUR: I don't.

10 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. Peoples  
11 Exhibits 1, 2, 3, and Peoples Group 4 are admitted into  
12 the record.

13 And I would like to make an on-the-record  
14 data request to the Company. If there is some record  
15 of a payment made on this -- for 8204 South Bishop, the  
16 heating account, in either late 2010 or January of  
17 2011, if the company has a -- made on the old account.

18 THE WITNESS: Yes.

19 ADMINISTRATIVE LAW JUDGE HAYNES: And if it would  
20 show who made the payment.

21 THE WITNESS: It doesn't show who made the  
22 payment, but we do show payments made on the account.

23 ADMINISTRATIVE LAW JUDGE HAYNES: I'm talking  
24 about the previous --

25 THE WITNESS: I'm sorry.

1           MR. McCARTY: Just so the record is clear, not to  
2   Ms. Armour's account ending in 7565, but the account  
3   for Mr. and/or Mrs. Thelma Ferguson at 8204 South  
4   Bishop.

5           ADMINISTRATIVE LAW JUDGE HAYNES: Whoever held the  
6   account.

7           MR. McCARTY: Yes, whoever held the account.

8           THE WITNESS: No, I don't have that in front of  
9   me.

10          ADMINISTRATIVE LAW JUDGE HAYNES: Okay. I'm  
11   asking that the Company look to see if you have a  
12   record of a payment because Ms. Armour stated that she  
13   made an account -- a payment on the account on the  
14   Peoples Gas bill when she opened the account.

15          MS. ARMOUR: Yeah, the gas was on but they did  
16   require a deposit of -- it was 300 something or close  
17   to 4-, I'm not sure. But I know it was right at three.  
18   It was over three. I have it. It was over three.

19          MR. McCARTY: And I would like to make an  
20   on-the-record data request that Ms. Armour provide us a  
21   copy of the receipt because the only thing that is  
22   going to appear is a payment. We won't have records of  
23   who made that payment.

24          ADMINISTRATIVE LAW JUDGE HAYNES: Ms. Armour, do  
25   you know how we talked about your water bill here?

1 MS. ARMOUR: Uh-huh.

2 ADMINISTRATIVE LAW JUDGE HAYNES: Do you have a  
3 copy somewhere, do you think, of the payment you made  
4 to --

5 MS. ARMOUR: Peoples Gas?

6 ADMINISTRATIVE LAW JUDGE HAYNES: Uh-huh.

7 MS. ARMOUR: Do you know what, he just said it, I  
8 marked it down. Now, two things was going on there.  
9 Me -- These people -- That \$448, I am not going to  
10 fight that; I know I paid it. It was the water -- The  
11 utilities were in jeopardy. Now, if you notice that  
12 100 to -- the gas was still on, but it was going to be  
13 shut off. They told me -- After I conversed with  
14 Attorney Starr, they told me I would have to put a  
15 deposit down. Peoples Gas said I had to put a deposit  
16 down. That's how I saved the gas. Initially, I had to  
17 put down that 160-some -- because I couldn't pay the  
18 three something all at once because I had paid four  
19 something -- It's coming back to me. I had to pay the  
20 four something to keep the water on; and to keep the  
21 gas, I had to make that payment. It was a deposit.  
22 They said my score at that time was not good and I had  
23 to pay 100 -- the total was 300 something. They  
24 allowed me to put, like, 160 something, then pay  
25 another 100, and whatever else I paid later.

1 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So now  
2 you're saying it was just 163 -- or 160 something when  
3 you opened the account?

4 MS. ARMOUR: That was to get the gas.

5 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

6 MS. ARMOUR: That was a -- They call that a  
7 deposit.

8 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. So it  
9 sounds that perhaps you're in agreement on the amount  
10 she paid. Was \$163 a deposit on your account?

11 THE WITNESS: The deposit that we bill a customer  
12 is broken up into three installments. So the total  
13 deposit on the account was originally \$487. The first  
14 install was 163, which she did pay.

15 ADMINISTRATIVE LAW JUDGE HAYNES: Ms. Armour, is  
16 that your recollection of that?

17 MS. ARMOUR: I remember that was 163. It was over  
18 300 that I had to pay, and one was -- to keep the water  
19 was 400-and-some dollars.

20 ADMINISTRATIVE LAW JUDGE HAYNES: Okay.

21 MS. ARMOUR: So that's -- I'll accept that.

22 ADMINISTRATIVE LAW JUDGE HAYNES: So you paid 163  
23 to open your account.

24 MS. ARMOUR: And the next two weeks, I had to come  
25 with another 100 and something. It was a struggle,

1     so --

2           ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.

3           MS. ARMOUR:   -- that's what was going on.

4           ADMINISTRATIVE LAW JUDGE HAYNES:   I take back my  
5     data request.   It appears that now the parties agree  
6     that she paid 163 to open the account in January of  
7     2011.

8           MS. ARMOUR:   I'm sorry, ma'am.   Before, I was  
9     really recognized for getting it on.   They did -- Even  
10    though the gas was on, they required that deposit.   And  
11    I know one of the payments was 163, another was 100,  
12    and whatever the other was.

13          ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.

14          MS. ARMOUR:   I had to work that thing.   I had to  
15    work the utilities, and it was very stressful.

16          ADMINISTRATIVE LAW JUDGE HAYNES:   Okay.   I have no  
17    further questions.

18                       Is there anything else from anybody?

19          MS. ARMOUR:   Well, I just hope my Peoples Gas  
20    realize that this was not something that Ms. Armour  
21    wanted to do; but under the circumstance of these  
22    deceased owners and with greed setting in with these  
23    people that squatted didn't pay -- even though I was  
24    paying my rent on time, they didn't pay the utilities,  
25    that certainly I should not be stuck with their -- you

1 know, their bill. And I just wish it was some law in  
2 the state of Illinois where these people should have  
3 been sought out and prosecuted because these are -- in  
4 my book, from the state where I came from, these people  
5 would be behind bars.

6 ADMINISTRATIVE LAW JUDGE HAYNES: Okay. At this  
7 point, the next step is, I issue a proposed order and  
8 if -- if you disagree with my proposed order, you can  
9 file a brief with the Clerk's office in Springfield and  
10 then my order is then presented to the  
11 five commissioners who adopt or change my order; but  
12 the commissioners are the final say on this complaint.  
13 And you can look -- My order should be served probably  
14 in a month or so. I have to wait for the transcript to  
15 come in and then write this, and then it will have the  
16 dates for when briefs would be due with the Clerk's  
17 office.

18 Are there any questions? No. Okay. Then  
19 this matter is marked heard and taken. Thank you.

20 (WHEREUPON, the hearing was  
21 adjourned at 1:00 p.m. to  
22 2:49 p.m., March 26, 2014.)

23  
24  
25